

Statewide 911 System Assessment Process

Cost Estimate

The cost of supporting a statewide 911 system assessment process, as envisioned by the National 911 Program, includes two phases:

1. **Preparation for the assessment.** Any state voluntarily requesting an assessment has six (6) to nine (9) months to prepare for the assessment. During this time, assessment guidelines would be reviewed and documentation would be gathered to justify a self-evaluation of the status of each guideline. In addition, all arrangements for the assessment would be made. Costs may vary, and are dependent on the availability of state staff to undertake tasks, as well as the state's size, organizational complexity, and number of subordinate PSAPs/jurisdictions. States not familiar with the assessment process may also want to allow additional time for learning about the process and the guidelines, and working with the National 911 Program to answer questions.
2. **Conducting the assessment.** The actual assessment process is conducted during the course of one business week/5 business days. Cost range data for the assessment is attached in a separate PDF document.

Cost information is based upon data collected during the pilot of the statewide 911 system assessment process, conducted in Delaware in 2012.

Assessment Guidelines – gathering requisite information

83 Guidelines have been developed which form the basis for the assessment. Of these:

- 70 guidelines require gathering information generally available at the state level.
- 13 guidelines require gathering information from PSAPs and/or local jurisdictions.

Relevant Delaware Pilot Data

The 49th smallest state, Delaware has a population of 907,135 and is 1,948.5 square miles — 96 miles long with a varying width of 9 to 35 miles. The state is comprised of three counties.

- Nine (9) public safety answering points (PSAPs) in the state provide call answering and dispatch services for respective public safety agencies.
- The E9-1-1 Board provides oversight and the State Department of Technology and Information (DTI) provide technical procurement and support.
- State 911 Agency Staffing: State 911 Administrator and GIS Specialist (support for the assessment was provided to state agency (hours listed below).

Other states considering assessment may want to base their own cost estimates on their own size, organizational complexity, and number of subordinate PSAPs/jurisdictions.

Preparation for Assessment

- A total of approximately 400 hours were required to prepare for the Delaware assessment. Breakdown of preparation team hours is as follows:
 - Evelyn Bailey - task lead for preparation - 180 hours
 - State 911 Administrator Terry Whitham - 67 hours
 - Additional support staff - 150-160 hours